

## **CHAPTER IV**

### **CONCLUSION**

The writer did apprenticeship in PT. Bank Tabungan Negara as a customer service staff from 1<sup>st</sup> July until 31<sup>st</sup> July. During the internship, the writer got a lot of information, new experience and knowledge about the bank industry. The writer also learned how to be a good worker and make a good communication in works environment and customers. The writer was very proud to do internship at Bank Negara Indonesia because she could implement and develop the course that the writer got in her study at English Diploma III Faculty of Humanities in Airlangga University.

The writers got many experiences and advantages while doing the internship. The writer also got a lot of new knowledge about basic knowledge as a customer service staff, particularly the way how to give the best service and how to solve the customer's problem patiently. The writers hope that after finishing the apprenticeship in PT Bank Tabungan Negara, experience and knowledge can be profitable and she can experience to get success in the future.

For costumer service the skill of communication is very important in cooperating with other employees and dealing with customers. A customer service staff would be front-liner in communicating to the customers, we must be polite, calm, and friendly every time when interacting with customers in

order to make the customers feel comfortable and satisfied with our products and services. The writer faced many challenges because the writer met many people with different characteristics and backgrounds.

The writer realized that to be a good customer service staff is not easy. This is a difficult challenge and need big responsibility, because a customer service staff would reflect the bank's image to their customers. A customer service staff could calm down the customers if they get angry with the service of bank's product. The writer believes that Bank Tabungan Negara will develop better than before, because they always keep their best job performance by giving good service to their customers.

In conclusion, the writer has a lot of experiences while she did a job training at kcp Bank Tabungan Negara Rungkut Surabaya. Not only that, the writer knew how hard and challenging the job as assistant customer service is, but also has made the writer appreciate the ethic of work Bank Tabungan Negara Surabaya.